

SAWS OVERSIGHT PROCESSES BINDER
RECORD OF CHANGE LOG – SECTION 1

SECTION NAME: Oversight Objectives
RESPONSIBLE PARTY: Ben Selvidge – Project Oversight Manager
BRIEF DESCRIPTION OF SECTION: This section contains a small set of four broad objectives for SAWS Oversight.

CHANGE LOG

[illegible]

HHSDC SAWS Oversight Operations Guide

OBJECTIVES OF SAWS OVERSIGHT

The objectives of SAWS oversight are grounded in Chapter 303, Statutes of 1995 (AB 903) which required the establishment of a consortia approach to State welfare and Medi-Cal automation. Additionally, the preliminary SAWS objectives and responsibilities were outlined in the Health and Human Services Agency Data Center's (HHSDC) report to the Legislature dated February 1, 1996.

SAWS objectives are reviewed and refined based upon practical experience and the advancing project lifecycle. Revised objectives identified by HHSDC were included in the HHSDC State Oversight Activities Plan. HHSDC has been in the process of developing an updated State Oversight Plan in collaboration with key stakeholders of the California Welfare Directors Association, the Consortia, the State Department of Finance, the State Department of Information Technology, the California Department of Social Services, and the California Department of Health Services. Chapter 52, Statutes of 2000 (AB1740), of the Budget Act requested that HHSDC submit this plan to the legislature prior to expending the increased funds requested for the 2000/01 State Fiscal Year.

HHSDC has focused its approach to oversight activities based upon a small set of broad objectives. These broad objectives represent key outcomes or capabilities desired by the State. These objectives are:

- Early warning of deviations from planned activities (in terms of both resources and schedule), consortium plans for remediation and the capability to make credible independent estimates of time and cost to completion when deviations occur;
- A better quality product (i.e., fewer defects; higher rate of defect discovery in early stages; high user satisfaction);
- Increased control of software change order impact and cost; and
- More effective mitigation of technical architecture risk.

For each objective, a set of practical issues or questions specific to each project have been identified for monitoring. SAWS oversight activities consist of identifying, collecting, and evaluating the information required to answer these questions (performance monitoring), and using the results to identify and help mitigate project risks (risk management).